HOW to submit an Active Directory Services Group Policy Request.

To request a active directory group policy follow the below guidelines:

1. The district will contact and provide the KETS Engineer (KE), your intended purpose for requesting a group policy.
2. District group policy request will include:

   a. As minimum: the scope of the intended policy,
   b. The machines/users affected by the GPO,
   c. Details regarding how they intend to test a specific GPO prior to deploying the GPO in the their network.

3. District request should also include details as to what OU/Sub-OU the GPO will apply to as well.
4. Any IP address/machine name that is to be used to direct machines for:

   a. Updates
   b. Proxy settings
   c. Folder redirection etc.

5. KE will initiate a Direct Engineer Request (DER) to the Help Desk with the information that was gathered from their customer.
6. The Help Desk will create a ticket and provide the KE the ticket number and assign it to Enterprise Systems (Directory Services).
7. Directory Services will review the request and setup a conference call with the district to discuss their plans.
8. Once the district's plan has been approved, one of the two situations will occur:

   a. If another district has already developed a Group Policy Object that accomplishes the goal, the Directory Services Operations Team will paste that object into the requesting district and modify as necessary.
   b. The Directory Services will place their DIST Support Admins group into the Group Policy Creator/Owners group and establish a designated time for the completion of their policy creation.

9. On the scheduled end date Directory Services will contact the district for any assistance they might need and then remove them from the Group Policy Creator/Owners group. The district will retain the ability to modify any policies they have created.
10. Directory Service Team will reassigned the ticket to the Help Desk, which will be responsible for contacting the customer to ensure satisfaction/successful resolution, and upon confirmation the Help Desk will close the ticket.

NOTE: If you have any questions concerning these guidelines for a group policy request, please contact your KE, who will be able to assist you through the request.